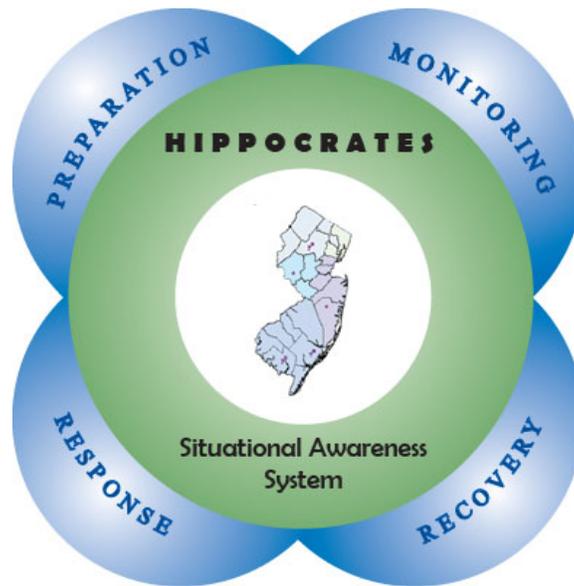


Hippocrates

Health Infrastructure Preparedness and
Emergency Response Situational
Awareness Application



USER MANUAL

Healthcare System Resources

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HEALTHCARE SYSTEM RESOURCES

The purpose of the Healthcare System Resources (HSR) module is to collect and maintain vital information regarding healthcare entities throughout the state. In the event of an emergency, the Department of Health and Senior Services (DHSS) will monitor the status of the health system in order to coordinate statewide healthcare resources, if necessary.

Information processed by the HSR module covers a wide range of healthcare system resources, from real-time hospital divert status and bed capacity to chemical detection capabilities and contact information. A flexible reporting system can provide custom and standard reports for statewide, regional, county or facility-level situational awareness.

User Interface

HSR Home

The home page of the Healthcare System Resources (HSR) module is shown in Figure 1.

CAVEAT: The Hippocrates activities available to you depend on the user privileges that you have been assigned for the HSR module. For this reason, your screens might look different from the figures in this manual.

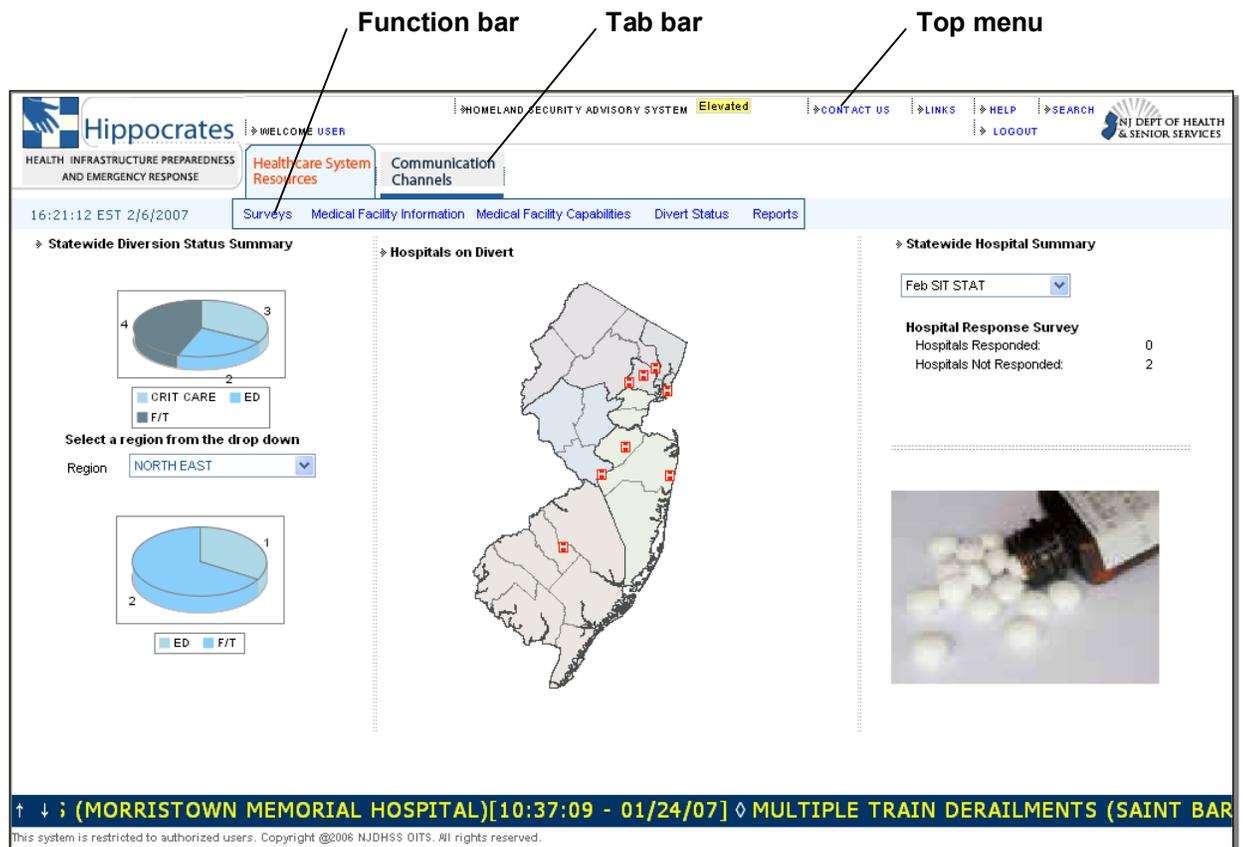


Figure 1. Healthcare System Resources Home

A scrolling CNN-type news ticker is displayed at the bottom of the browser window and is visible from all Hippocrates screens. The news ticker reports the percentage of hospitals that are on full divert. Divert data is received from JEMSTAT and is updated every few minutes. Other ticker items are used by Command Center personnel.

Navigation

The navigation elements for the HSR module are shown in Figure 1.

The **top menu** is visible on all Hippocrates modules. It contains links to common commands such as [HELP](#), [CONTACT US](#), and [LOGOUT](#).

The **tab bar** is also visible from all Hippocrates modules. The tabs displayed on your screen depend on your access privileges. The tab for the module you are currently working in is highlighted and its name displayed with **orange text**. To move to another module, click the corresponding tab.

The **function bar** is located directly below the tab bar. The functions on this bar differ for each Hippocrates module and also depend on user privileges—all function bars behave in the same way, however. To access a function, click its name on the function bar. The current function is shown in **orange text**.

The HSR module includes these functions:

- Surveys (*discussed in a separate chapter in this manual*)
- Medical Facility Information
- Medical Facility Capabilities
- Divert Status
- Reports

For some functions, an **activity bar** is located directly below the function bar. (See Figure 2.) The current activity is indicated with **orange text**.

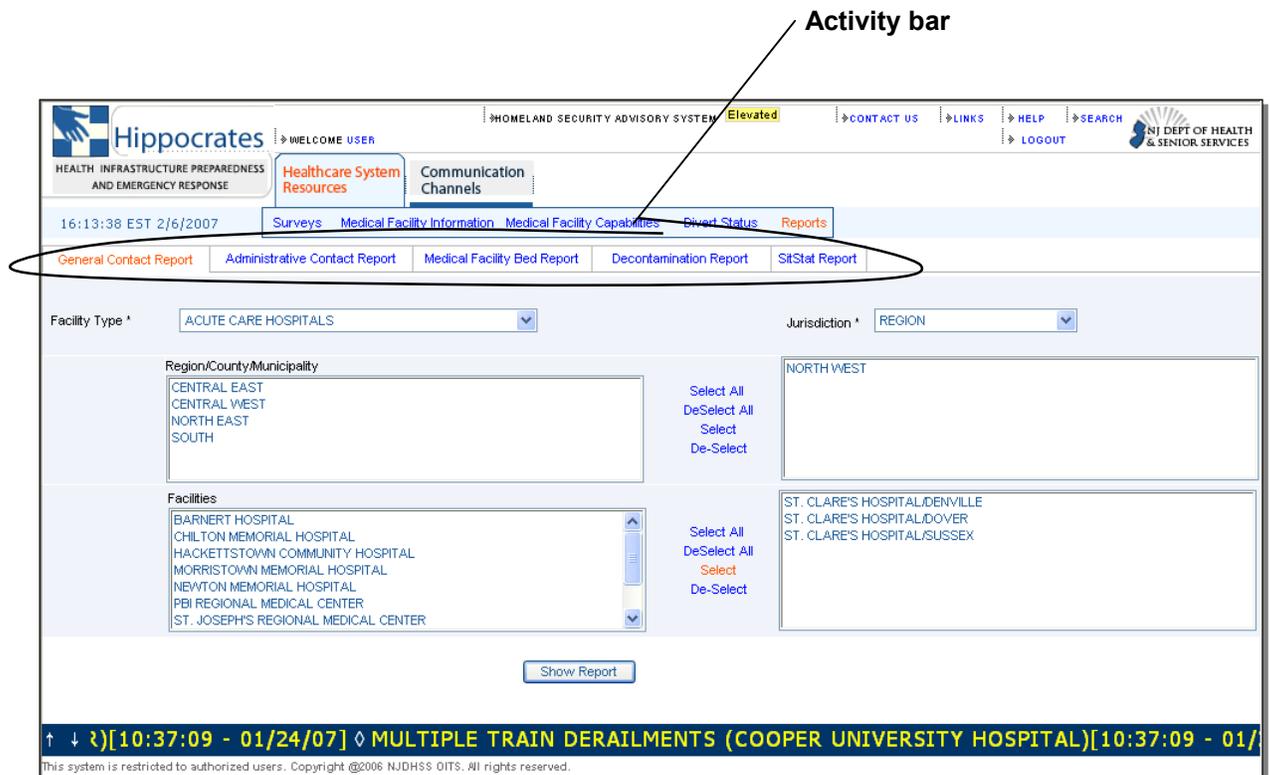


Figure 2. HSR Module Navigation

Medical Facility Information

Click [Medical Facility Information](#) on the HSR function to access the Medical Facility Information function. There are two activities available for this function:

- Add Medical Facility
- Modify Medical Facility Information

NOTE: For most users, only the **Modify Medical Facility Information** activity is available.

The current activity is indicated with **orange text**. The default activity (i.e., the opening screen) is Modify Medical Facility Information; an example is shown in Figure 3.

8:31:34 EST 2/6/2007		Surveys Medical Facility Information Medical Facility Capabilities Divert Status Reports	
Add Medical Facility		Modify Medical Facility Information	
Facility Type	ALL	Facility Name	ATLANTICARE REGIONAL MEDICAL CENTER CITY DIVISION
General		Administrators on call Other Administrators Command Center Emergency Department Survey	
Facility Code *	0102	System	ATLANTICARE
Street Address1 *	1925 PACIFIC AVENUE	Street Address2	ATTN: SANTA CLAUS
City *	ATLANTIC CITY	Zip	08401
State *	NEW JERSEY	Region	SOUTH
County	ATLANTIC	Municipality	ATLANTIC CITY, ATLANTIC
Main Phone	(609) 345-4001 Ext. 000	Alternate Phone	(609) 441-3931 Ext. 000
Hear Code	510	Herr Code	510
Emergency Day Instruction	MARGRET BELFIELD ADMINISTRATOR O:609-441-8020 M:MARGRET.BELFIELD@ATLANTICARE.ORG	Emergency After Hour Instruction	ADMISTRATOR ON CALL
Web Site	http://www.atlanticare.org/acmc		
Update Reset			

Figure 3. Modify Medical Facility Information – General Screen

Modify Medical Facility Information

The Modify Medical Facility Information function allows you to access information about one or more facilities. Information is organized into the following categories:

- General
- Administrators on call
- Other Administrators
- Command Center
- Emergency Department
- Survey

The default category is **General**. You can access information for the other categories by clicking **Administrators on Call**, **Other Administrators**, **Command Center**, and so on.

Selecting a Facility

If you have the appropriate privileges, you may view information for multiple facilities. To select another facility:

1. Click  and select a Facility Type (**ALL**, **ACUTE HOSPITALS**, or **NON ACUTE CARE HOSPITALS**).
2. Click  and select the Facility Name.

Other Administrators Category

The **Other Administrators** screen (Figure 4) contains multiple sections. When you click on this category, the first section (**CEO**) is expanded so the contents are visible.

Figure 4. Medical Facilities Information – Other Administrators Screen

Click  to close the current section and open the next one.

Click  to **expand** a section

Click  to **collapse** a section

Survey Category

Of particular note is the **Survey** category. The settings on this screen determine who will receive surveys for the selected medical facility.

There are two groups of survey contacts (see Figure 5):

- **Send Surveys** lists the individuals for a selected medical facility that have Hippocrates accounts. The **checked contact(s)** will receive the survey by email, and will also be able to access it through the My Surveys screen. See the chapter on Surveys in this User Manual for more information.
- **Add Additional Contacts** lists the non-Hippocrates contacts who will receive the survey by email.

You may add another contact to this section by entering the name and email address in the fields shown, then clicking 

Send Surveys	First Name	Last Name	Email	Edit
<input type="checkbox"/>	Hosp	Rep10	hosprep10@doh.state.nj.us	<input type="button" value="Edit"/>
<input type="checkbox"/>	Hosp	Rep11	hosprep11@doh.state.nj.us	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	Hosp	Rep12	hosprep12@doh.state.nj.us	<input type="button" value="Edit"/>
<input type="checkbox"/>	Hosp	Rep9	hosprep9@doh.state.nj.us	<input type="button" value="Edit"/>

Add Additional Contacts :

	Rebecca	Marcu	rmarcu@myemail.com	<input type="button" value="Remove"/>	<input type="button" value="Edit"/>
	Stephanie	Love	stephanie.love@domain.com	<input type="button" value="Remove"/>	<input type="button" value="Edit"/>

First Name * Last Name * Email *

Figure 5. Medical Facility Information – Survey Screen

PROCEDURE: Modify Medical Facility Information

STEP 1

Click 

STEP 2

Click  (if necessary) to display information for the **General** category.

STEP 3

Modify the displayed information as desired. (You may click  to replace all modified fields with their previous values.)

STEP 4 Click 

STEP 5 To make changes to data in other categories, click the category name and repeat the above steps. Be sure to click  when you are finished with a category.

When modifying the Other Administrators screen:

Clicking  in any section *saves the data in all sections*.

Click  to close the current section and open the next one.

Click  to return the fields *in the current section* to their prior values.

PROCEDURE: Add a Medical Facility

If your user privileges permit, you may add a medical facility to the Hippocrates database, as follows:

STEP 1 Click 

STEP 2 Click 

STEP 3 Enter the applicable information. (You may click  to clear all fields in the record.)

NOTE: Fields marked with * are mandatory—Hippocrates will not save the record to the database if a mandatory field is left empty.

STEP 4 When you are finished, click 

Medical Facility Capabilities

Click [Medical Facility Capabilities](#) to view the **baseline** information for a medical facility. An example of a Medical Facility Capabilities screen is shown in Figure 6.

16:46:08 EST 2/6/2007		Surveys Medical Facility Information Medical Facility Capabilities Divert Status Reports	
Facility Type	ALL	Facility Name	ATLANTICARE REGIONAL MEDICAL CENTER CITY DIVISION
General Bed Capacity Decontamination Capabilities Personal Protective Equipment Capabilities (PPE) Detection Capabilities Other Equipment Capabilities			
Helicopter Landing Pad	<input checked="" type="radio"/> Yes <input type="radio"/> No	Designations:	
Biosafety Level of Microbiology Lab	Level II	Trauma Center Designation	<input checked="" type="radio"/> Yes <input type="radio"/> No Trauma Level Level II
		Burn Unit	<input type="radio"/> Yes <input checked="" type="radio"/> No
Save Reset			

Figure 6. Medical Facility Capabilities – General Screen

Medical facility capability data is organized into the following categories:

- General
- Bed Capacity
- Decontamination Capabilities
- Personal Protective Equipment Capabilities (PPE)
- Detection Capabilities
- Other Equipment Capabilities

The default (opening) capability screen is **General**. Additional capability screens are available by clicking [Bed Capacity](#), [Decontamination Capabilities](#), and so on.

If you have the appropriate privileges, you may view capability screens for multiple facilities. To select a facility:

1. Click  and select a Facility Type (**ALL**, **ACUTE HOSPITALS**, or **NON ACUTE CARE HOSPITALS**).
2. Click  and select the Facility Name.

Bed Capacity Category

The Bed Capacity screen (Figure 7) contains multiple sections. When you click on this category, the first section (**General**) is expanded so the contents are visible.

Figure 7. Medical Facilities Capabilities – Bed Capacity Screen

Click  to close the current section and open the next one.

Click  to **expand** a section

Click  to **collapse** a section

PROCEDURE: Modify Medical Facility Capabilities

STEP 1 Click 

STEP 2 Modify the capability data, as desired. (You may click  to replace all modified fields with their previous values.)

STEP 3 Click 

STEP 4 To make changes to data in other categories, click the category name and repeat the above steps. Be sure to click  when you are finished with a category.

Divert Status

Hippocrates receives real-time hospital diversion data from JEMSTAT (Jersey Emergency Medical Status). Information about diverted hospitals is displayed in two places, as described below.

The center pane of the Healthcare System Resources home page displays a flashing  to represent a diverted hospital. Holding the mouse over the symbol provides diversion details in a pop-up window. (See the example in Figure 8.)

In addition, by clicking  you can view detailed diversion data, as shown in the example in Figure 9.

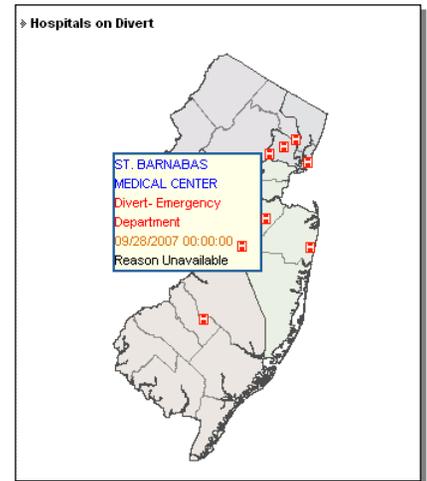


Figure 8. Diverted Hospital Pop-up

Name	Address	Divert Status	Divert Reason	Change Time	Expire Time
JERSEY SHORE UNIVERSITY MEDICAL CENTER	1945 ROUTE 33 ,NEPTUNE,NJ,07753	DIVERT- FULL/TOTAL	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
JERSEY SHORE UNIVERSITY MEDICAL CENTER	1945 ROUTE 33 ,NEPTUNE,NJ,07753	DIVERT- CRITICAL CARE	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
LIBERTYHEALTH-JERSEY CITY MEDICAL CENTER WILZIG HOSPITAL	355 GRAND STREET ,JERSEY CITY,NJ,07302	DIVERT- FULL/TOTAL	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
MOUNTAINSIDE HOSPITAL	1 BAY AVENUE ,MONTCLAIR,NJ,07042	DIVERT- FULL/TOTAL	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
RARITAN BAY MEDICAL CENTER - OLD BRIDGE	1 HOSPITAL PLAZA ,OLD BRIDGE,NJ,08857	DIVERT- CRITICAL CARE	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
ROBERT WOOD JOHNSON UNIVERSITY HOSPITAL AT HAMILTON	1 HAMILTON HEALTH PLACE ,HAMILTON,NJ,08690	DIVERT- CRITICAL CARE	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
ST. BARNABAS MEDICAL CENTER	94 OLD SHORT HILLS ROAD ,LIVINGSTON,NJ,07039	DIVERT- EMERGENCY DEPARTMENT	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
ST. MARY'S HOSPITAL PASSAIC	211 PENNINGTON AVE ,PASSAIC,NJ,07055	DIVERT- EMERGENCY DEPARTMENT	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0
VIRTUA WEST JERSEY HOSPITAL - BERLIN	100 TOWNSEND AVENUE ,BERLIN,NJ,08009	DIVERT- FULL/TOTAL	REASON UNAVAILABLE	2006-09-27 16:36:11.0	2007-09-28 00:00:00.0

Figure 9. Divert Status Screen

Navigation

A maximum of 10 divert records is displayed per screen (it might be necessary to scroll in order to view the records at the bottom of the window).

The records in the diversion table are, by default, sorted according to [Name](#). You may click a [Column Heading](#) to sort records on that column or to reverse the sort direction.

Use the following commands to move through the contents of the diversion table:

[Next](#) – displays the next 10 records

[Previous](#) – displays the previous 10 records

[First](#) – displays records 1 through 10

[Last](#) – displays the last 10 records

Installing Crystal Reports Viewer

Hippocrates reports are viewed using **Crystal Reports Viewer**. (This is analogous to using Adobe® Reader® to view pdf files.) You will know that Crystal Reports Viewer is already installed in your system if you are able to successfully generate a report. In this case, skip to the next section of this manual.

If Crystal Reports Viewer is not installed on your system, you will be prompted to download it the first time you try to generate a report.

NOTE: The user who installs Crystal Reports Viewer must have Admin privileges for that PC. If you do not have Admin privileges on your PC, you will need to contact your IT specialist.

The indication that you need to install the Viewer is a cryptic message (complete with grammatical error) indicating that the application is “unable to create it’s resource objects.” In most cases this message is accompanied by a pop-up bar on your browser prompting you to download one of the necessary add-ins. (If you do not see the pop-up bar, close any pop-up blockers on your system.) Depending on your system configuration, it is likely that you will need to download more than one add-in. In this case, continue clicking the “click to download” pop-up bars as they appear. You will know that the installation is complete when the report is displayed. The Viewer need only be installed once.

If your computer does not respond as described above, change your browser settings, as follows:

1. Open **Internet Explorer**
2. On the **Tools** menu, click **Internet Options**
3. Click the tab
4. Click
5. Select the following:
 - Download signed ActiveX controls: **Prompt**
 - Download unsigned ActiveX controls: **Disable**
 - Initialize and script ActiveX controls not marked as safe: **Disable**
 - Run ActiveX controls and plug-ins: **Enable**
 - Script ActiveX controls marked safe for scripting: **Enable**

Generating Reports

The HSR module in Hippocrates offers a number of reports, including:

- General Contact Report
- Administrative Contact Report
- Medical Facility Bed Report
- Decontamination Report
- Various SitStat Reports
- Survey Taken Report

In general, to generate a report you must select one or more medical facilities. The process for selecting facilities is described below. SitStat reports require that you specify a survey instance and a date/time range (see page [.]

NOTE: Fields marked with * are mandatory—you must enter data or select an item in order for Hippocrates to generate the report.

Selecting Facilities

To select the facilities for the report:

1. Populate the Facilities box by selecting a Facility Type and Jurisdiction.

Depending on your selection for Jurisdiction, either two or four boxes will be displayed, as follows:

Jurisdiction set to COUNTY, MUNICIPALITY or REGION

The screenshot shows the Hippocrates HSR module interface. At the top, there is a navigation bar with the following tabs: Surveys, Medical Facility Information, Medical Facility Capabilities, Divert Status, and Reports. Below the navigation bar, there are five report selection buttons: General Contact Report, Administrative Contact Report, Medical Facility Bed Report, Decontamination Report, and SitStat Report. The General Contact Report button is highlighted in orange. Below the report selection buttons, there are two dropdown menus: Facility Type * (set to ACUTE CARE HOSPITALS) and Jurisdiction * (set to REGION). Below these dropdown menus, there are two main sections: Region/County/Municipality and Facilities. The Region/County/Municipality section contains a list of regions: CENTRAL EAST, CENTRAL WEST, NORTH EAST, NORTH WEST, and SOUTH. To the right of this list are four buttons: Select All, DeSelect All, Select, and De-Select. The Facilities section contains an empty list box. To the right of this list box are four buttons: Select All, DeSelect All, Select, and De-Select. The top left corner of the interface shows the time and date: 13:47:51 EST 2/7/2007.

Jurisdiction set to MEDICAL FACILITY

13:50:14 EST 2/7/2007 | Surveys | Medical Facility Information | Medical Facility Capabilities | Divert Status | Reports

General Contact Report | Administrative Contact Report | Medical Facility Bed Report | Decontamination Report | S&Stat Report

Facility Type * ACUTE CARE HOSPITALS | Jurisdiction * MEDICAL FACILITY

Facilities

- ATLANTICARE REGIONAL MEDICAL CENTER CITY DIVISION
- ATLANTICARE REGIONAL MEDICAL CENTER MAINLAND DIVISION
- BARNERT HOSPITAL
- BAYONNE MEDICAL CENTER
- BAYSHORE COMMUNITY HOSPITAL
- BERGEN REGIONAL MEDICAL CENTER L.P.
- BURDETTE TOMLIN MEMORIAL HOSPITAL

Select All
DeSelect All
Select
De-Select

2. Select and deselect items to move them from the left box to the right box. To do this, use the links listed below. The report will be generated for the facility or facilities listed in the bottom-right box.

Select All	Moves all items in the left box to the right box.
De-Select All	Clears the right box.
Select	Moves the highlighted item(s) in the left box to the right box. You may move one item at a time, or use Ctrl + click to highlight multiple items.
De-Select	Removes the highlighted item(s) from the right box.

3. Click [Show Report](#). The report will open using Crystal Report Viewer. See the example in Figure 10.

For more about the Crystal Report Viewer, see page 17.

Report will be generated for CHRIST HOSPITAL and COLUMBUS HOSPITAL

14:30:14 EST 2/7/2007 | Surveys | Medical Facility Information | Medical Facility Capabilities | Divert Status | Reports

General Contact Report | Administrative Contact Report | Medical Facility Bed Report | Decontamination Report | S&Stat Report

Facility Type * ACUTE CARE HOSPITALS | Jurisdiction * REGION

Region/County/Municipality

- CENTRAL EAST
- CENTRAL WEST
- NORTH WEST
- SOUTH

Facilities

- BAYONNE MEDICAL CENTER
- BERGEN REGIONAL MEDICAL CENTER L.P.
- CLARA MAASS MEDICAL CENTER
- EAST ORANGE GENERAL HOSPITAL
- ENGLEWOOD HOSPITAL AND MEDICAL CENTER
- HACKENSACK UNIVERSITY MEDICAL CENTER
- HOLY NAME HOSPITAL

NORTH EAST

CHRIST HOSPITAL
COLUMBUS HOSPITAL

Select All
DeSelect All
Select
De-Select

Report will be generated for BARNERT HOSPITAL

14:36:18 EST 2/7/2007 | Surveys | Medical Facility Information | Medical Facility Capabilities | Divert Status | Reports

General Contact Report | Administrative Contact Report | Medical Facility Bed Report | Decontamination Report | S&Stat Report

Facility Type * ACUTE CARE HOSPITALS | Jurisdiction * MEDICAL FACILITY

Facilities

- ATLANTICARE REGIONAL MEDICAL CENTER CITY DIVISION
- ATLANTICARE REGIONAL MEDICAL CENTER MAINLAND DIVISION
- BAYONNE MEDICAL CENTER
- BAYSHORE COMMUNITY HOSPITAL
- BERGEN REGIONAL MEDICAL CENTER L.P.
- BURDETTE TOMLIN MEMORIAL HOSPITAL
- CAPITAL HEALTH SYSTEM - FULD CAMPUS

BARNERT HOSPITAL

Select All
DeSelect All
Select
De-Select

powered by crystal

Health Infrastructure Preparedness and Emergency Response

HOSPITAL DIRECTORY

HIPPOCRATES

CHRIST HOSPITAL

Organization Type:	Acute Care Hospitals	CEO:	Peter Kelly
Region:	North East	Primary Phone:	(201) 795-3200
County:	Hudson	FAX:	
Health Care System:		Address:	176 PALISADE AVENUE JERSEY CITY 07306
Medical Facility URL:	www.chrighthospital.org		
Trauma Center:	N	Burn Unit:	N
Helicopter Landing Pad:	N	Microbiology Lab Biosafety Level:	Level I

COLUMBUS HOSPITAL

Organization Type:	Acute Care Hospitals	CEO:	Patricia White
Region:	North East	Primary Phone:	(973) 268-1400
County:	Essex	FAX:	
Health Care System:	CATHEDRAL HEALTHCARE SYSTEM	Address:	495 N. 13TH STREET NEWARK 07107
Medical Facility URL:	http://www.cathedralhealth.org		
Trauma Center:	N	Burn Unit:	N
Helicopter Landing Pad:	N	Microbiology Lab Biosafety Level:	

NJDHSS Proprietary and Confidential

Situational Awareness System February 07, 2007
2:48:58 PM

Figure 10. Example: General Contact Report

Date/Time Selector

To generate a SitStat report you must specify a date/time range in the From Date and To Date (see Figure 11). This is done using the Date/Time Selector.

The screenshot shows a navigation bar with tabs: General Contact Report, Administrative Contact Report, Medical Facility Bed Report, Decontamination Report, SitStat Report (highlighted), SitStat Summary Report, SitStat Excel Report, and Survey Taken Report. Below the tabs are several input fields: Survey Category (dropdown), From Date (text input with a calendar icon and 'clear' button), Facility Type (dropdown), To Date (text input with a calendar icon and 'clear' button), and Jurisdiction (dropdown).

Figure 11. Specifying a Date Range in the SitStat Report

To activate the Date/Time Selector, click the  next to the applicable field. Then use the commands described below to select the date and time.

The diagram shows a calendar for July 2007. The date 27 is selected. The time is 14:55. The interface includes buttons for navigation (previous/next month/year, Today, Help, Cancel) and time adjustment (increase/decrease 1 hr, 5 min). Callouts provide instructions for each element.

- Click for previous month**
Click and hold for list
- Click for next month**
Click and hold for list
- Click for previous year**
Click and hold for list
- Click for next year**
Click and hold for list
- Hold mouse over a button to display instructions here**
- Left-click to increase 1 hr.**
Right-click to decrease 1 hr.
Fast select: Click and drag right or left
- Left-click to increase 5 min.**
Right-click to decrease 5 min.
Fast select: Click and drag right or left

Click desired date to enter date/time and close selector

Click  for Help

Click  to cancel

Click  to enter current date and close selector

Click **Day of Week** to shift calendar

Crystal Report Viewer

When you run a Hippocrates report, the Crystal Report Viewer will display your report in a new browser window. Closing the report will not close your Hippocrates window.

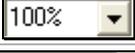
Menu Bar

The menu bar (Figure 12) for the Crystal Report Viewer is located above the report. The function of each button is described in Table 1.



Figure 12. Report Viewer Menu Bar

Table 1. Report Viewer Menu Bar Functions

Button	Function
	Print report
	Export report
	Refresh
	Show/Hide the Group Tree (left pane)
	Go to first page
	Go to previous page
	Zoom
	Current page/total pages
	Go to next page
	Go to last page
	Stop loading
	Search

Exporting a Report

1. On the Crystal Reports toolbar (located just above the report header), click  to display the Export Report dialog box. See Figure 13.

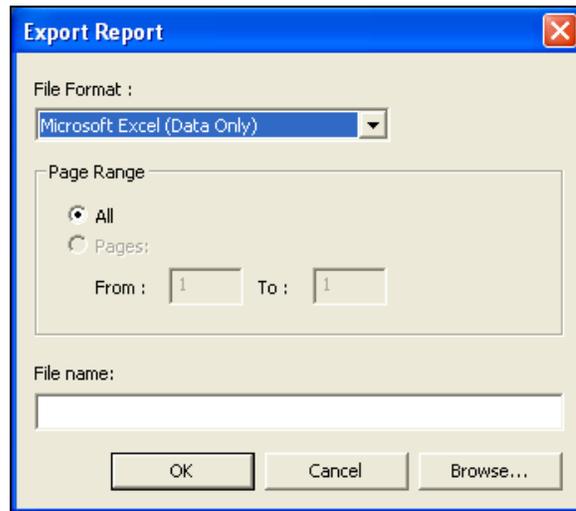


Figure 13. Export Report Dialog Box

2. Click  and select a **File Format**. You can export a report to the following types of files:
 - Crystal Reports (*.rpt) *Files in this format require another Crystal Reports application to open.*
 - Microsoft Excel (*.xls)
 - Microsoft Excel – Data Only (*.xls)
 - Microsoft Word (*.doc)
 - Rich Text Format (*.rtf)
 - Adobe Acrobat (*.pdf)
3. Under **Page Range**, select to export the entire report (**All**) or enter a page range.
4. Enter a name in the **File name** field to save the exported report to the default destination folder (Desktop)

OR

 Click , select another a destination folder, then enter a **File name**.
5. Click  to export the report.

